

The Case Manager Communiqué

Volume 1, Issue 1

2005

New in 2005

The Department of Medical Assistance Services (DMAS) is committed to continually enhancing our partnership with the Medicaid community, and ensuring continuity of care to individuals by establishing and maintaining productive communication between providers, case managers, client advocates, outreach workers, and the Medicaid contracted Managed Care Organizations.

The Case Manager Communiqué (CMC) will be one of our tools to inform, communicate, and share important program information with you.

The type of information you can expect in the newsletter will relate to new programs and/or changes in existing programs, training opportunities, and other information that may directly impact your service.

Thank you for your support of the Virginia Medicaid and FAMIS programs and for serving Virginia's Medicaid and FAMIS clients. ☯

Patrick W. Finnerty, Director
Department of Medical Assistance Services

Smiles for Children

The Department of Medical Assistance Services (DMAS), in collaboration with the Virginia Dental Association (VDA) and the Old Dominion Dental Society, is proud to announce a new dental program called **Smiles for Children**, targeted to begin in July 2005. **Smiles for Children** will consolidate dental services for approximately 400,000 Medicaid and FAMIS children, in both the fee-for-service and managed care organization (MCO) programs, under the direction of a single Dental Benefits Administrator (DBA).

Currently only 16% of Virginia-licensed dentists participate in the Medicaid and FAMIS programs and only 25% of children enrolled in these programs receive dental services. Through **Smiles for Children**, DMAS hopes to improve pediatric dental access and utilization.

Letters to enrollees will be released in the second quarter of 2005 to announce the implementation of the new dental program. Feedback in relation to these changes is welcome and can be sent via email to smiles@dmass.virginia.gov.

For the most up-to-date information regarding **Smiles for Children**, please visit <http://www.dmass.virginia.gov/dental-home.htm>. ☯

INSIDE THIS ISSUE

| | |
|---|--|
| 1 | New in 2005 Smiles for Children Maternal & Child Health Division |
| 2 | Managed Care Expansion Pharmacy Programs |
| 3 | Provider HelpLine Enhancements Case Managers' Meetings Postcards from the Governor Sign Up For the Communiqué |

Editor of the Case Manager Communiqué:
Adrienne Fegans, Program Operations Administrator

Maternal & Child Health Division

The Division of Child Health Insurance, headed by Linda Nablo, is now the Division of Maternal & Child Health. In an effort to provide improved and more coordinated services to children and pregnant women, several additional functions/services were moved into this Division.

The new functions, in addition to responsibility for administration of the FAMIS program and outreach for all of children's health insurance (FAMIS Plus

Continued on page 3

Managed Care Expansion

Over the past nine years, DMAS has had a very successful partnership with our health plans, for both our Medicaid and FAMIS programs. This partnership has resulted in unprecedented health outcomes for our population. In one word, our partnership has been "priceless."

DMAS is pleased to announce the expansion of its managed care programs into the Northern Virginia and Winchester areas beginning in the summer of 2005. In Northern VA, AMERIGROUP will join UniCare Health plan in the cities/counties of Alexandria, Arlington, Culpeper, Fairfax City, Fairfax County, Falls Church, Fauquier, Loudon, Manassas City, Manassas Park, and Prince William beginning September 1st. The Winchester expansion is scheduled to start on December 1st for the localities of Page, Rappahannock, Shenandoah, Warren, Winchester, Clarke, and Frederick and will include Anthem, AMERIGROUP, Optima Family Care, and Virginia Premier health plans.

These programs will provide services to individuals enrolled in the Medicaid and the FAMIS programs through Managed Care Organizations (MCOs). In order for providers to serve DMAS' managed care recipients in the expansion areas, providers must contract with participating MCOs in the area, as the MEDALLION Primary Care Case Management program will no longer be operational.

We are introducing a new partner, AMERIGROUP Virginia, Inc., as a contracted health plan. AMERIGROUP Corporation is a Virginia-based managed care organization that focuses exclusively on providing access to healthcare for low-income families and people with disabilities. Its wholly owned subsidiaries serve over 934,000 Medicaid, SCHIP, and FamilyCare members in Florida, Maryland, Illinois, New Jersey, Texas, and DC.

MCOs may be contacted at the following numbers:

| | |
|------------------------------|----------------|
| AMERIGROUP Health Plan | 888-821-1108 |
| Anthem HealthKeepers Plus | 804-354-7060 |
| Optima Family Care | 877-865-9075 |
| Virginia Premier Health Plan | 804-819-5160 |
| UniCare Health Plan of VA | 866-213-4291 ☎ |

Pharmacy Programs

Threshold/Polypharmacy Program

On October 1, 2004, DMAS implemented a new Threshold/Polypharmacy program. The program reviews the medication profile of recipients receiving greater than nine unique prescriptions (refills and over the counter (OTC) drugs excluded) in one calendar-month period. These recipients are retrospectively reviewed for appropriate drug utilization, and their physician will be contacted, if issues are identified.

The Threshold/Polypharmacy program promotes quality and cost-effective prescription drug treatment as part of an effort to improve the health and safety of Medicaid recipients. The process also is designed to prevent waste and abuse of the pharmacy program by assisting providers and DMAS in identifying clients who may be accessing multiple physicians and pharmacies.

The program was implemented in two phases: 1) a Coordination of Care program and 2) the Threshold/Polypharmacy program. For more details, a Medicaid Memo dated September 1st, is available on the DMAS website at www.dmas.virginia.gov.

Comprehensive NeuroScience, Inc. (CNS)

DMAS has partnered with Comprehensive NeuroScience, Inc. (CNS) to begin intensive and specialized retrospective drug utilization reviews of prescription medications used in the treatment and management of behavioral health diagnoses. The program, effective April 1, 2005, will identify when two or more drugs of the same class are prescribed or when two or more providers are prescribing the same or similar drugs. Providers will be notified when such a situation occurs via a prescriber letter. The goal is to educate prescribers about best practices in mental health patient care.

This new program will work together with our Prospective and Retrospective Drug Utilization Review programs to ensure appropriate use of prescription drugs. Questions about the program may be sent to bpms@dmas.virginia.gov.

More information about the DMAS Pharmacy programs is available on our website at www.dmas.virginia.gov. ☎

Provider HelpLine Enhancements

DMAS implemented enhancements to the Provider Helpline in December 2004 that include a significant upgrade in technology designed to track the nature and type of call, which will allow DMAS to better focus its training resources to the areas that are causing our providers the most concern. Additionally, the new ACD system allows more callers to access our call center at the same time, which has reduced the amount of busy signals received by providers.

If you call our HELPLINE you will notice that we now require you to enter your Medicaid Provider Identification Number on your touch-tone phone before speaking with a customer services representative (CSR). If you do not have a provider number and are calling on behalf of a recipient, you may contact the Recipient HELPLINE at 804-786-6145. You must have the enrollee's Medicaid ID Number or Social Security Number.

The Internet based and automated telephone based response systems, MediCall, allow providers to access information concerning recipient eligibility, claims status, check status, and prior authorization status. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>.

The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

The is available Monday - Friday, 8:30 a.m. to 4:30 p.m., except on state holidays.

- 804-786-6273: Richmond area and out-of-state long distance
- 1-800-552-8627: All other areas (in-state, toll-free long distance) ☎

Case Managers' Meetings

The most recent Case Managers' Meetings were held in October 2004 for case managers to gain knowledge about access to and availability of EPSDT services. The next series of meetings is scheduled for April and May 2005 and will focus on Obesity Management, Prevention and Outcomes. For more information contact Queen Green at queen.green@dmass.virginia.gov. ☎

Maternal & Child Health Division

Continued from page 1

and FAMIS), include management of the EPSDT program, liaison with the Department of Education on school-based services, liaison with the Virginia Department of Health on programs such as WIC, lead screenings, coordination with other agencies on prenatal care, and the Family Planning Waiver.

Tammy Whitlock, formerly with the Division of Long Term Care, is the new manager of the unit and may be contacted at epsdt@dmass.virginia.gov or Tamara.Whitlock@dmass.virginia.gov.

We are excited about this change and believe it will allow for better program integration, sharing of valuable resources, and improved customer service for pregnant women and children.

Postcards from the Governor

As part of the ongoing activities related to the child health program, DMAS mails letters to new enrollees informing them that EPSDT services are available at no cost and how to access those services. Enrolled households with a child under the age of 21, including children enrolled with MCOs, received the letter, which was available in Spanish and English.

In December 2004, DMAS began mailing Teddy Bear Birthday postcards, signed by Governor Mark R. Warner, to children in their birth month reminding their parents/caregivers to give the best birthday gift - a well child checkup. Approximately 37,000 children receive this postcard each month. ☎



Sign Up for the *Communiqué*

If you would like to continue receiving the *Case* electronically, send your request via e-mail to Communique@dmass.virginia.gov. Type the word "subscribe" in the subject line. ☎